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Excel Newsletter, January 1993

Maine Bureau of Employment Services

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Excel

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THE BIMONTHLY NEWSLETTER ON CUSTOMER SERVICE

January 1993

COMMISSIONER'S COLUMN

With great anticipation, I convened the first meeting of the Commissioner's Council on Customer Service on December 19th.

The Council includes the following members: Carl Dailey, Steve Duval, Ray Fongemie, Sheryl Nichols, Mary Fran Kiesow, Cindy Gray, Wynston Lynn, Trudy Snowden, Sue Bell, Mary Ellen Plato, Peter McMann, Dianna Yates, Gary Whitney, Scott Nelson, Bob Vaillancourt, Jon Ryder, Judy Fearing, Vaughn Kilborn, Linda E. Smith, Barbara St. Pierre, Terry Hathaway, Lou Lajoie, Kathleen Piecuch, Stephanie Locke, Bob Pomerleau, Sheila Moody, Royal Bouchard, Jean Burnham, Eloise Vitelli, and Debbi Violette.

In that meeting, the Council first looked at the question of who are our customers. We decided that our customers break down into several major groups. First, are those individuals who are seeking information, unemployment insurance, job referrals, or job training. The second major group consists of business customers who seek information, referrals, skilled employees, help with training and safety, and solutions to their specific problems.

The next major group is government which includes the legislature, Governor, other state agencies, and local governments. This group principally seeks information about programs, legislation, and regulations. The final major customer group consists of our internal customers -- our fellow employees. They need information, support, resources to do their jobs, recognition, and assistance from other parts of the Department and other state agencies.

In looking at each customer group, several common needs emerged. All customers want us to:

- Listen to and understand their wants and needs.

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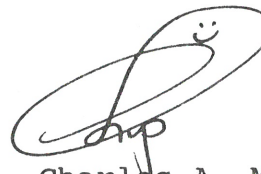
- Value them as individuals.
- Seek solutions to their individual problems and issues.

The Council continued with an in depth discussion of the needs of the major customer groups and then brainstormed a list of action ideas on how to improve service to both internal and external customers.

On February 4th, the Council met for the second time and enthusiastically proceeded to review the list of action ideas to improve customer service. A number of new ideas were added to the list. The Council felt strongly that they should seek input from all colleagues in the Department on the ideas to set priorities for action projects. While some thought it would be viewed as, "Oh my,

another questionnaire," the consensus was that it is important to involve as many people with the Council as possible. As a result, each colleague will receive a questionnaire and be asked to prioritize the Customer Service Action Projects, or suggest others, by selecting the five highest priorities for improving service to both internal and external customers.

The Customer Service Council is enthusiastic about the prospects of initiating meaningful action to improve service to our customers. I look forward to working with them in that venture.



Charles A. Morrison
Commissioner

EMPLOYEES OF THE MONTH

Here are the winners for November and December:

<u>November:</u> Steve Gruz	Office of Information Processing, Administrative I
Kathleen Piecuch	Job Service Admin. Office, Administrative II
<u>December:</u> Sue Bell	Office of Human Resources, Administrative I
Debbie O'Connor	Unemployment Compensation Tax, Administrative II
Sheryl Nichols	Somerset Jobs Training Office, Central
Trudy Snowden	Brunswick Job Service, Southern

Congratulations to all award recipients, and thanks to those of you who submitted names. Please remember to submit nominations each month. We know that our colleagues are exceptional, but we need you to tell us about them!

NEWS FROM AROUND THE STATE

Note: The purpose of this column is to highlight activities that are taking place in the various field and local offices throughout the State. The suggestion arose from responses to the survey of *Excel* readers conducted last December. Field and local office staff are encouraged to submit articles for inclusion in this column.

Biddeford Staff Visit Saco Defense

By: Richard Hodgdon
Biddeford Job Service

On December 9th, the staff of the Biddeford Local Office participated in a plant tour of Saco Defense. The tour was the first opportunity for most Department staff to view this large weapons manufacturer and observe first hand the newly implemented team approach to total worker production.

Those in attendance were afforded an opportunity to view the "Bottoms Up" management concept in a unionized work environment first hand and were also able to observe some of the techniques discussed at the recent Hussey Seating segment of the Department's Quality and Excellence Seminar held on December 2nd in Augusta.

Attending the plant tour from Job Service were John McGee, Elaine Roy, Marguerite Belanger, Eric Reburn, Doug Ward, Curt Simones, and Richard Hodgdon from the Biddeford Office and Gary Whitney from the Administrative Office. Accompanying them on the tour were Shirley Smith and Ed Peterson from the Biddeford Unemployment Compensation Office.

Sanford Debuts Claims Information on T.V.

By: Robert Pomerleau
Unemployment Compensation

As of December 17th, a new milestone in Unemployment Compensation Customer Service began when a video version of the Benefit Rights Interview (BRI) was broadcast over a public cable station. This may well be a first in employment security history nationwide.

Every Thursday at 4:00 pm, New England Cablevision (Channel 12) broadcasts the BRI video. Claimants are now able to view the BRI in the comfort of their homes.

Channel 12 covers the following territory: Acton, Shapleigh, North Berwick, York, East Lebanon, Ogunquit, Wells, Sanford, Springvale, and Biddeford.

This is a particularly valuable and exciting option to be able to offer clients that live in the remote areas covered by this station. Sanford is a major benefit of this service since that office lacks the physical space to show the video and previously could only offer the written version of the BRI.

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Plans are underway to expand this service elsewhere in southern Maine as well as in the Rumford-Livermore Falls area. In fact, a Rumford station has already suggested that we broadcast a job bulletin board and follow with broadcasts on appeals and other procedures such as the Tax video. The possibilities are endless.

Portland Personals

By: John Bouchard
Portland Job Service

The next time you talk to Jack Christensen, Job Service Interviewer in the Portland local office, feel free to call him "Gramps!"

Granddaughter Felicia Erin Farnham was born on January 12, 1993. Jack's daughter and son-in-law, Janine and Royce Farnham, are the proud parents.

Shirley Rosen Makes News

By: Kathleen Piecuch
Job Service Administrative

Readers of the Portland Chamber of Commerce January 1993 newsletter will find Shirley Rosen of the Portland Job Service featured in an article on the Unemployed Professionals Group. Here's some of what was said:

The Maine Job Service's Unemployed Professionals Group lists more than 350 people --

accountants, engineers, attorneys, human resource and management professionals -- who are currently unemployed because of company reorganizations or downsizing.

"There are a lot of talented and experienced people available in Maine -- but I don't think employers realize that the Maine Job Service can connect employers with these people," said Shirley Rosen, Coordinator of the Unemployed Professionals Group for the Maine Job Service.

Shirley coordinates services including maintaining "a listing of the constantly changing membership which serves as an excellent source for recruiting qualified job candidates" for the Unemployed Professionals Group in Portland.

Biddeford Local Office News

By: Richard Hodgdon
Biddeford Job Service

In January, the Biddeford Job Service (JS) hosted a Customer Service Seminar for all Department of Labor field staff in southern Maine. The two hour session featuring Commissioner Morrison was attended by approximately 45 staff from offices in Biddeford and Sanford representing JS, Unemployment Compensation, Tax, Quality Control, and Job Training.

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Jack Sullivan, a Disabled Veterans Outreach Program (DVOP) work study aide at Biddeford JS, has accepted a temporary Employment & Training Specialist position at the Kittery Worker Assistance Center. Previously, that office has been supported on alternate weeks by Biddeford's Local Veterans Employment Representatives (LVER) John McGee and Steve Griffin.

For the second consecutive year, the Veteran Unit of the Biddeford JS has been selected runner-up, large office, in the International Association of Personnel in

Employment Security Agencies' Veterans Service Award. The credit for this accomplishment belongs to Doug Ward, DVOP, and John McGee, LVER.

Biddeford JS has had a record period of educational enrollment for its Trade Act Assistance (TAA) qualified applicants. Marguerite Belanger, TAA Coordinator, attributes this high demand on the slow economy and large number of area TAA certifications. Many students have chosen to enroll in various adult education courses, however, a number are still attending area universities.

APPRENTICESHIP JOINS FORCES WITH STATE POLICE

By: Linda Nickerson, Bureau of Labor Standards

Dozens of State Troopers could be on their way to a college degree under a new apprenticeship program formed recently between the Department's Apprenticeship Division and the Maine State Police.

State Troopers will be able to receive credit for on-the-job experience to qualify for an associates degree over a 39-month period.

The state's technical colleges along with the Apprenticeship Division are partners in the program which puts an associates degree in

law enforcement within reach for as many as 200 State Troopers.

Taking part in developing and implementing the program was Richard Bragdon of the Apprenticeship Division who signed the contract with Col. Andrew Demers and others from the Maine State Police.

Although apprenticeship programs have been used for many years in numerous trades, this is the first time in Maine that police officers will take part and obtain credit for their profession.

DEPARTMENT GOLF COMMITTEE

Just a reminder to anyone who might be interested in joining the planning committee for arranging the Department's Golf Tournament schedule for the 1993 season -- if you are, please contact either Bryan Saunders, Tom Allen, or Gary Whitney at 624-5150. They are seeking ideas in arranging golf outing sites, and need your help. A great time was had by all last year, and the committee is making plans for an even better season in 1993!

CUSTOMER SERVICE TIP: How to perform at your best

In order to deliver quality customer service every day, all day, you need to feel relaxed and at ease. Because you're often under much pressure, that can be difficult. Here are some tips that may help keep you at your best:

- Ⓢ **Take a brief stretch break periodically.** Studies show that concentrating too hard too long on anything hinders productivity. Relax your mind and allow your body to renew itself.
- Ⓢ **Try not to do the same thing for more than two hours at a time.** Of course, urgent projects have to be completed, but switching gears for a little while allows the mind to focus on something new and helps you be more creative when you return to the priority work.
- Ⓢ **Don't rush -- even if those around you are in a rush.** Haste usually brings errors and confusion. Try to stay calm under pressure. Jobs done in a hurry usually have to be redone to correct errors caused by haste, so taking time to do the job correctly is a timesaver.
- Ⓢ **Whenever possible, do smaller tasks first.** Give yourself positive reinforcement by beginning a task and seeing it through to completion. That allows you to undertake the next task with more enthusiasm and confidence.
- Ⓢ **Group similar tasks together.** If you're about to start a project that requires telephone calls or trips to other departments, plan ahead so you do all the similar tasks together. Being organized reduces tension and pressure that hinder you from providing quality customer service.

JOB TRAINING COMMUNITY REDESIGN PROJECT

By: Tim McLellan and Mary Lou Dyer
Bureau of Employment and Training Programs

The Bureau of Employment and Training Programs (BETP), the Service Delivery Areas (SDAs), and the service providers are involved in an exciting new partnership to design its client tracking information capacity from the bottom to the top. When the project is finished, we will have transformed a limited capacity system, which is essentially a client tracking reporting tool, to a comprehensive and automated management information system (MIS). It is a bottom to top design because job training counselors with caseloads are designing the system to meet their workload needs. All local office staff are involved in looking at the total workflow environment in each office.

The system is designed according to major workflow components such as intake, orientation, certification, assessment, component enrollment, and supported services. Along the way in this design project, scores of forms and paperwork are being eliminated, thereby freeing counselors' time to serve participants better.

When the new system goes online it will have several advantages over the current one. First, the system will be service provider and local office specific. This means, for example, that Aroostook County Action Programs (ACAP)

will not be bound by what Biddeford decides for its structure. Counselors are participating in their own re-engineering to define their work environments, enabling them to set their own standards for how their workflow should occur according to their individual work environments. In other words, the support system, in this case MIS, will support the program instead of the other way around.

The second advantage is the ability for the system to grow or contract based on funding and caseload without having to support a huge top heavy infrastructure. A critical element to the success of the project is the long-term support that the Office of Information Processing (OIP) can provide, ensuring that the system is as dynamic as its environment.

Third, the new system will satisfy reporting needs from all perspectives: BETP can generate its federal reports from data input at the local level; local case managers and program supervisors at all levels will have case management and program specific reports at their fingertips; and the automated caseload MIS will enhance the competitive advantage of staff, service providers, SDAs, and others in

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the Department by enabling counselors to focus their energies on what they were hired to do -- provide employment and training services to economically disadvantaged and unemployed residents of Maine.

The State team working on this project is Steve Campana, Project Director and Director of OIP; Cathy Squires, OIP programmer; Tim McLellan, Director of Administration for BETP; and Mary Lou Dyer, Executive Director, BETP.

This project got off the ground with the gracious and energetic assistance of Elizabeth Levenson, Executive Director of the Training Resource Center, and her highly involved and spirited staff. The project has just moved into the Kennebec Job Training Office working with Andy Drouin of the 12-County Administration Office, Rusty Cyr of the Direct Delivery Administration Office, Sandra Cavanaugh of the Job Training Office and her very able and enthusiastic staff.

INTERNATIONAL ASSOCIATION OF PERSONNEL IN EMPLOYMENT SECURITY

By: Winnie Malia, Div of Economic
Analysis & Research

IAPES and the Department of Labor are sponsoring two **"Wellness"** Day training sessions for all DOL colleagues. Dates of the training and location are Wednesday, March 31 at Ramada Inn, Lewiston, and Thursday, April 8 at Airport Marriott, Bangor.

"Wellness" includes sessions on Motivation for Wellness, the Healthy Heart, HIV awareness, Exercise for Stress Reduction and Injury Prevention, Support as Self-Care, and an end-of-the-day Play Period. Commissioner Morrison has granted administrative leave and mileage reimbursement, but lunch is on your own. The tuition is \$10 for IAPES

members and \$12 for non-members. The Department and IAPES are jointly underwriting a substantial part of the costs.

We invite you to join us for a day of **"Wellness."** Registration forms will be sent by DOL letter to each office. Participants are encouraged to dress comfortably and casually. Flat-soled shoes are a must.

This training was organized by the Education Committee of IAPES and the DOL Office of Human Resources. Committee members are Stirling Kendall, Ellie Golden, Vaughn LeBlanc, Leah MacDonald, Louise Salminen, and Gail Thayer.

"GETTING TO KNOW YOU" ... Ann Beaulieu

By: Linda Nickerson, Bureau of
Labor Standards

Ann Beaulieu joined the Bureau of Labor Standards, Research and Statistics Division, in April 1989 as a Clerk Typist II and since then has been promoted to a Labor Statistical Technician.

Ann's work is very diverse in a statistical manner. She enters statistical data from workers' compensation first reports of injuries which is used as a resource to many agencies within state government.

Ann has a close working relationship with the Workers' Compensation Commission (WCC) and has improved not only the database between the DOL

and WCC, but also the working relationship between the two agencies. She also assists other statisticians on special projects and is always volunteering to help within the Bureau.

Ann and her husband, Steve, live in Sidney with their two children. Ann was a Girl Scout leader for four years and is active in many school projects. She recently has a new addition to her family! Leah, a chocolate Lab, 17 weeks old, has visited the Bureau and charmed the hearts of all with her wagging tail and friendly kisses! We look forward to visitation day!

CUSTOMER SERVICE TIP: How supervisors can help people excel

A recent study found that people who provide superior service don't do so because their salaries are higher than others doing the same kind of work. They find their jobs to be more satisfying and fulfilling because:

- ☉ **They're kept well-informed.** Their supervisors make great efforts to let them know what's going on.
- ☉ **They believe what they're told.** The information provided by supervisors is perceived to be highly credible.
- ☉ **They focus on performance.** Their supervisors don't focus on assessing blame or disciplining, but on solving problems.
- ☉ **They're encouraged to contribute.** Supervisors expect them to identify problems and contribute ideas for improvement, then provide feedback on the offers suggested.

REMINDER ABOUT "LUNCH WITH THE GOVERNOR"

By: L. Louise Salminen, Unemployment
Compensation, Tax

Last November, all Department of Labor staff were invited to send in their name for a drawing of 20 to have a brown bag lunch with Governor McKernan. The Governor responded to a recommendation of the Task Force on Employee Morale that he make an effort to keep in touch directly with state employees.

In January, the Governor had lunch with 20 staff (of 150 who had submitted their names) at the Department of Transportation (DOT).

According to DOT's representative on the Task Force, the discussion was free-flowing, candid, and lively. The Governor brought his own lunch and stayed for an hour and a half.

In February, the Governor is scheduled for lunch visits at the Department of Education and one other agency. We at DOL have invited the Governor

to join us for lunch in the conference room at the Bureau of Labor Standards, but a date hasn't been scheduled yet.

Once we have a date, we will draw names and notify the 20 people selected so they can make plans to attend the lunch. This is your chance to talk candidly with the Governor. The drawing is intended to give everyone an equal chance to participate in this event.

We'd like to get enough names "in the hat" to ensure a true cross-section of our Department. We have received some names already, but need more. We hope you will take advantage of this opportunity to meet with the Governor in an informal setting. To do so just send in a note with "Governor's Lunch" at the top and your name, station number, office, and telephone number to the Commissioner's office at station number 54.

NEWSLETTER CONTRIBUTORS

Our thanks go to everyone who helped with this issue of *Excel*, especially the following:

Pamela Kelley
Louise Salminen
Tim McClellan
Mary Lou Dyer
Linda Nickerson
Kathleen Piecuch
Lenny Nilson
Steve Campana
Rolanda Klapatch

Ken Bridges
Winnie Malia
Leon Ouimet
James McGowan
Rose Morse
Connie Lachance
Ray Fongemie
Linda Layman
Robert Pomerleau
Richard Willard

Gary Whitney
John Bouchard
Kerry Tims
Brenda Evans
Cindy Gray
Dick Lewis
Roland Quirion
Dick Hodgdon
Janet McGowan

RESULTS OF READER SURVEY

We asked for your help and we got it -- thanks to all who responded to the survey and gave us your opinion on how we're doing with *Excel*. Already we have incorporated many of your suggestions with this issue, and plans are underway to address others. Here's a summary of the results:

- Of the 678 of you who received the survey, 96 or 14% responded.
- 83% read almost all of the articles each issue.
- The subject you rated highest was the *Commissioner's Column*, followed by *Customer Service Tips*, *We Are Appreciated*, *Employee Awards*, and *Department Programs*.
- 96% of you said the overall opinion of the newsletter was either great or OK.
- 97% told us the ease of reading is either great or OK.
- 96% rated the appearance as either great or OK.
- 97% found the length of articles to be just right.

1. How many articles do you read in each issue?			
83% <input checked="" type="checkbox"/> Almost all		14% <input type="checkbox"/> About half	3% <input type="checkbox"/> None
2. Rank the following newsletter subjects as:			
1 - Very interesting		2 - Some interest	3 - No interest
Average		Average	
1.4 <input type="checkbox"/> Commissioner's column	1.5 <input type="checkbox"/> Customer service tips		
1.5 <input type="checkbox"/> Employee awards	1.5 <input type="checkbox"/> Department programs		
2.2 <input type="checkbox"/> IAPES	1.5 <input type="checkbox"/> We are appreciated		
1.8 <input type="checkbox"/> Getting to know you	1.7 <input type="checkbox"/> Other articles		
3. Check one box for each of the following attributes:			
	Great	OK	Needs Improvement
Your overall opinion	50% <input type="checkbox"/>	46% <input type="checkbox"/>	4% <input type="checkbox"/>
Ease of reading	60% <input type="checkbox"/>	37% <input type="checkbox"/>	3% <input type="checkbox"/>
Appearance	55% <input type="checkbox"/>	41% <input type="checkbox"/>	4% <input type="checkbox"/>
4. Articles are usually: <input type="checkbox"/> Too long <input type="checkbox"/> Too short <input type="checkbox"/> Just right			
5. I have an idea for an article: _____			
6. Other comments about the newsletter: _____			

Many of you submitted comments or ideas for articles. Some suggestions that we incorporated in this issue are to include more input on field and local office activities; avoid using unexplained acronyms; reduce hyphenated words, and include news from the Office of Information Processing. Future articles will address other suggestions that you made.

Thanks again to all who submitted responses -- we need you to tell us what you want and to help us deliver it. Remember to submit your input for the next issue of *Excel* to Commissioner Morrison by March 10.

SIMPLE MAIL

By: Steve Campana, Office of Information Processing

The Office of Information Processing (OIP) has installed an electronic mail system called "simple mail" which is being tested in the Job Service administrative and local offices. "Simple mail" offers a means of electronically sending messages between the Bull mainframe at 20 Union Street and certain terminals located there or in other remote sites. The system also has a "broadcast" feature which enables a single message to be transmitted to any number of selected sites.

The plan is to connect as many terminals as possible,

but at least one in each office, to this system. Presently, "simple mail" is available to all Department users connected to the Bull mainframe via UNISYS terminals, or intelligent devices emulating UNISYS terminals. Note that some users with older emulation packages would require upgrades in order for this system to function properly. If you are interested in "simple mail," contact your supervisor. For more information about the system, please contact Dave Clark in OIP at 287-3168.

WE ARE APPRECIATED...

Many of you receive letters of appreciation for providing quality customer service. Here are excerpts of our in-basket:

TO: Janet McGowan, Skowhegan
Unemployment Compensation
FROM: Susan W.

Thank you so much for your successful efforts in securing my unemployment benefits. You just don't know what this means to me. After months of rejection after rejection, I really needed this to validate me as a person.

TO: Gerard Dennison, Economic Analysis & Res.
FROM: Patricia Ohler, Lewiston Adult Education

Thank you for your prompt response to my request for labor information. The... data has been most helpful... I appreciate your thoroughness and your willingness to assist the efforts of others.

TO: Brunswick Unemployment Compensation Staff
FROM: Juliette D.

I appreciate the efficient payment of benefits I received during my claim period... Brunswick people were always helpful and courteous.

TO: Lynne Lamstein, Bureau of Labor Standards
FROM: Norman Elvin, G&E Roofing

We are looking forward to attending this (safety) program and have good news to report. We were awarded a roofing contract with ... in excess of \$500,000...with our commitment to quality and safety weighing very heavily...

TO: John Bouchard, Portland Job Service
FROM: Lisa G.

Thank you for taking the time to meet with me yesterday. I appreciated your helpful suggestions and referrals. I will keep in touch with the Job Service and wish you a wonderful new year.

TO: Stephen Thompson, Me. Occ. Inf. Coord. Comm.
FROM: Christine Dunbar, W.O.R.C.
Services

Thank you for meeting with us... The information you shared will be very beneficial to our program. I feel we are very fortunate to have such an extensive resource center in our community. We look forward to visiting you again in the near future.

TO: Jack Bailey, Unemployment Compensation
FROM: Maj. Gen. Nelson Durgin,
Maine Air National Guard

My Support Personnel Management Officer and his staff have related to me the wonderful, timely and excellent presentation you and your staff gave to our employees... Your efforts were the primary reason the meeting was a success!.. I also extend a special thanks to **Paul Gagnon** for his coordination with the **RETI Team**... I am confident that with your support we will be able to provide a smooth, efficient transition for our employees...

TO: Shirley Rosen, Portland Job Service
From: Liz R.

I just wanted to thank you once again for your kind attention to my job search. Thank you for loaning me your helpful books - I've read them and will be working on your suggested changes to my resume. Best of luck on your efforts to support and assist our unemployed people - I am very impressed with the manner in which you conduct your "business."

TO: Robert Lyons, Calais Job Service
FROM: Gov. John R. McKernan, Jr.

I would like to take this opportunity to extend my sincere thanks to you and members of your staff for a job well done. I am enclosing a copy of a letter which I recently received... It is always a pleasure for me to receive letters expressing appreciation for services received from State employees...

TO: Denis Fortier, Me. Occ. Inf. Coord. Comm.
FROM: J. Curran, Dexter Regional
Vocational Center

I would like to comment on the excellent job you did in putting the OIS system together. I find the information to be invaluable...

TO: Commissioner Morrison
FROM: Marilyn Shea, U.S. Dept. of Labor

Thank you so much for allowing **Mary Ellen Plato** and **Allen Cote** of your staff to participate as members of the Fiscal Year 1993 Quality Appraisal Regional Review Team... Their hard work and enthusiasm...were greatly appreciated... Thank you for your cooperation in making it possible for both of them to share their UI Tax expertise with us.

TO: Augusta Unemployment Compensation Staff
FROM: Tammy C.

Thank you for your help during the year. This money has...(helped) us make ends meet. Thank you for all you do there in your office. I really appreciate it.

TO: Leonard Nilson, Job Service
FROM: Ellen S.

... It is so easy...to think a state agency fits the stereotype of an uncaring bureaucracy. What I found was just the opposite. I was seen within five minutes of my arrival by the Center's Director, **Leon Ouimet**, who greeted me warmly... **Mr. Ouimet** was able to give me practical and expert advice on how I should handle the matter. He went out of his way to make copies of some of my documentation and call an agency in Augusta... I am so impressed with this personal and professional service, and I wanted you to be aware of the outstanding job **Mr. Ouimet** is doing.

TO: Allen Cote, Unemployment Compensation, Tax
FROM: Steve Sargent, Unemployment Compensation, Tax

I had a phone conversation with (an employer) **Barbara Turitz** of Portland. The reason for this note is to let you know of the nice things Mrs. Turitz had to say about **Caroline Morgan**. She said **Caroline** was very patient and helpful, and calmed her down. Mrs. Turitz said her conversation with **Caroline** made her feel proud to live in Maine.

TO: Jean Martin, Economic Analysis & Research
FROM: Richard L. Church, Jr., CPA

Thanks so much for your nice letter...and the information you sent me. The materials were really useful... Thanks again for your valuable help.

TO: Richard Hodgdon, Biddeford Job Service
FROM: Michelle K.

In 1991 I was laid off... In my work search **Elaine Roy** was a great attribute to me. She was kind, courteous, helpful and even very supportive. I have recently been employed..., with much thanks to **Elaine**... Due to **Elaine's** professionalism and expertise I want her to be recognized for a job well done...

TO: Cynthia Gray, Me. Occ. Inf. Coord. Comm.
FROM: Charles Roma, Work Opportunities Unlimited

We just wanted to thank you again for all your assistance. The information you were able to access for us will make a big difference in our program.

TO: Improved Career Decision
Making (ICDM) Team
FROM: Anonymous Participant

This is (and I mean it) the best seminar I have attended... Thanks for a great two days. Both were filled with information that I needed. Please do a follow-up...

TO: Denis Fortier, Me. Occ. Inf. Coord. Comm.
FROM: Robert Gerard, New Brunswick
Education Division

Please consider this letter as one of thanks for sending me material on the...(ICDM). This excellent quality information will undoubtedly help us....

TO: Commissioner Morrison
FROM: Jay Dresser

I have just returned to work... I want to acknowledge my appreciation for all who have made it easier during a difficult year...in particular, Brian Kvorjak in your Rockland UI office. In my opinion he is a true professional.

TO: Stephen Thompson, Me. Occ. Inf. Coord. Com.
FROM: Anne S. Dobson, Bureau of
Rehabilitation

Thanks once again for spending so much time with us... Your comments and recommendations are invaluable.

TO: Ray Fongemie, Economic Analysis & Research
FROM: Greg De Witt, Dept. of Human Services

My thanks and gratitude for the quick service by Rose Morse in putting together some employment information for me.

TO: Janet McGowan, Skowhegan
Unemployment Compensation
FROM: Ruth G.

I just got a call from my employer and I am returning to work. I just wanted to say thank you for your help. It is nice to know that when you are laid off there is help.

TO: Leonard Nilson, Job Service
FROM: Louis R.

I have not had to look for a job for the past twenty-five years. When I went to the Portland Job Service...I was put in contact with Mark Bosty. During the next few weeks I couldn't believe the interest Mr. Bosty showed... His help and concern went far beyond what one would expect. I would sit in the waiting area and observe Mr. Bosty with others and he treated them in the same manner, with concern and respect... As long as there are people like Mr. Bosty at the Job Service I would never hesitate to ask for help. Many thanks.

TO: Employment Security People
FROM: C.P. Young, New England Screen Door Company

Sorry for making so many mistakes on these (Tax) forms... Thank goodness for Wendy Buck, who answered when I called for help and who was not only helpful, but humorous. Thanks again and Happy New Year.

TO: Augusta Employment Security Staffs
FROM: "The Unemployed"

Many thanks for all your hard work, patience, and understanding, and all the assistance you give each of us, and the long hours you put in. All of it is very much appreciated.

TO: Janet Cimato, Brunswick Job Service
FROM: Mary S.

Thank you for taking the time to interview me this afternoon. Your understanding and knowledge...helped me through a difficult day. Enclosed is a copy of my resume, letters...and a copy of my last performance appraisal... I appreciate your confidentiality in assisting me to find another position. Should my present employer find out...the situation at work would be more difficult.

#